



STATE OF CONNECTICUT
INSURANCE DEPARTMENT

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**Testimony of the
Connecticut Insurance Department**

**Before
The Insurance and Real Estate Committee**

February 28th, 2012

House Bill No. 5231—An Act Concerning Automotive Glass Work

Senator Crisco and Representative Megna, committee-co-chairs, Senator Kelly and Representative Sampson, ranking members, and Members of the Committee, the Insurance Department appreciates the opportunity to submit written testimony on House Bill No. 5231.

The Department believes that current Connecticut law under section 38a-354 adequately addresses auto glass repairers as well as body shop repairers since it prohibits insurers from requiring that an insured use a particular glass (or auto body) repair facility. Current law requires that consumers be given a choice of where to have auto repairs made.

In addition, there have been no consumer complaints on this topic according to our Department's Consumer Affairs Division. However, should complaints arise in the future that the Department is unable to resolve through our consumer affairs complaint process, the Department's arbitration program under CGS section 38a-9 can be used by consumers in situations where they dispute the amount of glass damages. The arbitration program can be used for both auto body shop disputes concerning the amount of damage as well as auto glass repair services. As a result, the Department believes consumers are adequately protected by current law and that this proposed legislation is unnecessary.